

Credit Management and Collection Techniques – Online

General Objectives

The aim of this course is to optimize your collection management, to ensure the sustainability of your treasury, and to ensure that it is carried out without resorting to the courts.

Specific Objectives

At the end of this course, participants will know how to

- Collect without losing customers;
- Identify possible objections to payment and the most effective response arguments;
- Negotiate with different types of debtors and reach payment compromises;
- Detect the warning signs of potential debtors;
- Recognize the "constraints" on collection within the company;
- Interdepartmental management for effective collection.

Recipients

This course is aimed at all those who need to optimize their Collection Management, for treasury sustainability, and to do so without resorting to the courts.

Pre-requisites

The prerequisites for attending this course are:

- Have access to a computer or tablet with an Internet connection and a browser (program for surfing the web), such as Chrome, Safari, Firefox or Internet Explorer.
- You can access the course from any computer (e.g. at home or in the office), tablet or smartphone.

Duration

14 Hours

Content Program

Module 0 - Presentation of the Platform and Method of Use

Module I - Optimizing your Collection Management, avoiding the Judicial Route

- Framework: Typical Causes of Non-fulfilment of Obligations;
- Exogenous to the Creditor;
- Endogenous to the Creditor.

Module II - Types of Recovery: Advantages and Disadvantages

- Postal Collection: the Credit Claim Letter;
- Telephone Collection: Stages, Equipment and Logistics;
- Personal Collection: Requirements and Tools;
- Indirect Collection: Credit Control;
- Outsourced Collection: Agencies and Call-Centers;
- Contentious Recovery: the Injunction Procedure, the Declaratory Process; the Executive Process (remission).

Module III - Recovery Prevention

- Financial and commercial incentives;
- Legal Protection;
- Collection of relevant personal data;
- Payment and Invoicing Models.

Module IV - Collection Planning

- Definition of Customer Types;
- Definition of Segmented Collection Procedures;
- Basic definition of collection objectives.

Module V - Collection Execution

- Substantive aspects: Typical objections and their contradiction;
- Behavioral Aspects: Posture, Voice Technique, Paralinguistic Language; Vocabulary to use and avoid; Active Listening; Pause Management.

Module VI - Out-of-Court Credit Recovery

- The Sale of Recovery;

- Payment Agreement;
- Uncollectible Conversion Methods: "Pay without Paying";
- Factoring;
- Confirming.

Module VII - Pre-litigation Recovery

- Pre-litigation Recovery Measures: Injunction Procedure.

Module VIII - Contentious Recovery

- Phases of the Declaratory and Executive Processes.

Methodology

This course always has the trainer present, who will even give the training in person via the platform.

The trainee can intervene with the trainer or with the other trainees, just as they can in the classroom.

The presentations and exercises will always be made available by the trainer at the end of each training session.

At the end of the course you will receive a Professional Training Certificate if you attend at least 90% of the classes, complete the proposed assignments and tests, participate in online discussions and have a positive final evaluation.

This training is certified and recognized.